Changes Coming to Fleet Management

Briefing for Agency Transportation Officers (ATOs)

Presented by:

Office of Fleet Management Services

August 2005

Briefing for ATOs
Changes to Fleet Management

Topics to Review:

- Executive Order 89

- Vehicle Management Control Center (VMCC)

- Changes to Policies and Procedures

- Mileage Reporting Requirements

    - Monthly

    - Annual

- Fuel Card Program

Making Driving Easier & Safer for State Employees

Changes to Fleet Management
Background

- JLARC - "Review of the State's Passenger Vehicle Fleet" (2004)

- APA - "Statewide Review of Agency-Owned Vehicles" (2004)

- Both reviews recommended major changes in the way the State operates and manages its vehicles

- Governor's Executive Order approved July 2005

Executive Order # 89

Making Driving Easier & Safer for Operators of State-Owned Vehicles

Key Points

- Under Section 2.2-1180 of the Code of Virginia establishes regulations governing the centralized fleet extending to all vehicles owned by the Commonwealth

- Develop a consistent, efficient, and cost-effective fleet management program for all vehicles owned by the Commonwealth considering each agency and institution's needs and usage

- Report on the performance of statewide fleet management program submitted to Governor and General Assembly by October 1st

Executive Order # 89 – Key Points

Making Driving Easier & Safer for Operators of State-Owned Vehicles

- Policies and procedures developed by DGS provides criteria for agencies/institutions to apply regarding assignment of a state-vehicle from centralized fleet or purchase of an agency vehicle

- The use of blind tags on state-owned vehicles, for law enforcement, will be reviewed by the Commissioner of Motor Vehicles by October 1, 2005

- DGS to establish policies and procedures for registration, transfer and disposal of state-owned vehicles

Executive Order # 89 – Key Points

Making Driving Easier & Safer for Operators of State-Owned Vehicles

<u>**Agency/Institution Compliance with Executive Order #89 Includes**</u>:

- Reporting annually to DGS on their purchase, assignment and use of OFMS and agency owned vehicles. (For Oct. 1 report to Governor & General Assembly)

- Follow policies governing the purchase, assignment, use, and maintenance of state-owned vehicles and ensure the vehicles be used for official state business only

- Follow policies authorizing the use of state vehicles for commuting

- Assist OFMS in utilizing state-owned vehicles effectively versus increased spending on mileage reimbursement for use of personal vehicles

Office of Fleet Management Services
Fleet Re-engineering Strategy

<u>Streamlining the ATO Functions</u>:

- Implement a Vehicle Maintenance Control Center (VMCC) at the Office of Fleet Management Services (OFMS) facility, assisting ATOs with management of agency owned and OFMS assigned vehicles.

- Implement a new automated Fleet Management System (FMS) to support VMCC and OFMS operations, maintain consistent data, and a single data repository for vehicle maintenance and operation data that can be available to OFMS and ATOs.

- Two Phase Implementation:
    - Phase I – OFMS implements new fleet program for OFMS vehicles (centralized fleet and trip pool) September 2005
    - Phase II - Agencies requesting vehicle management assistance to comply with the executive order and that request inclusion into the OFMS maintenance and operation program – after Phase I implementation

Phase 1: Creation of VMCC and Call Center
Changes to Fleet Management

Making Driving Easier & Safer for Operators of State-Owned Vehicles

Contracts Assisting with Changes to Fleet Management:

- Contract for vehicle maintenance and management services
  - TECOM, Inc. - primary contractor
    - VMCC vendor will move into 2 offices at OFMS to operate call center
  - CCG System, Inc. (FASTER software application)

- TECOM and CCG Systems:
  - Implement a VMCC supported by an automated maintenance management software application (FASTER), with OFMS project team.

Vehicle Management Control Center (VMCC)

Making Driving Easier & Safer for Operators of State-Owned Vehicles
1-866-857-6866

VMCC Call Center – Begins September 1, 2005

- Emergency Roadside Services
  24 hrs, 7 days a week, 365 days a year

Call the toll-free number (1-866-857-6866)
for any and all fleet inquiries.

Follow voice instructions to access appropriate area of OFMS, all after hours calls will be routed to emergency roadside assistance attendants.

Vehicle Management Control Center (VMCC)

Making Driving Easier & Safer for Operators of State-Owned Vehicles
1-866-857-6866

Advantages of VMCC Call Center:

- Emergency roadside services – 24 hrs, 7 days a week, 365 days a year

- A fleet management system capturing consistent operating and cost data for all vehicles in the program

- Consistent reports on vehicle usage, operating costs, fuel, preventative maintenance compliance, etc.

- ASE certified technicians in VMCC call center available to address any vehicle issue

The VMCC Manages

A One Number Solution - (1-866-857-6866)

<u>Starting September 2005:</u>

- All Vehicle Maintenance of Centralized Fleet
  - Phase 1: September 2005
  - One phone number for all fleet inquiries

- Preventive Maintenance (PM) Notifications
  - Contacts drivers directly, drivers are scheduled/directed to service location
    - Call center has vendor network throughout state, both government and commercial shops to provide maintenance
    - Call center negotiates required maintenance work and handles all maintenance paperwork

- Invoice Verification
  - Call center verifies all invoices for accuracy prior to payment

The VMCC Manages

A One Number Solution - (1-866-857-6866)

<u>Starting September 2005:</u>
- Vendor Performance Monitoring

- Warranty and Recall Tracking

- Web-based Vehicle Reporting System

<u>Continue to manage</u> (no change)
- Application for New Permanently Assigned Vehicles or Assignment Updates (Form CP-3)

- Agency Requests for the Purchase of Vehicles (Form CP-15)

Phase 2: Agency owned vehicles
Changes to Fleet Management
(After September 2005)

- **Consistent fleet Standard Operating Procedures (SOP) for both OFMS and Agency owned vehicles**

- **Consistent data gathering to enhance performance measurements, benchmarking, and performance reporting**

- **Reduce duplicated services**

- **Opportunity for economies of scale pricing**

- **Opportunity to reduce or control fleet costs statewide**

- **Reduce administrative burden on agencies**

- **24/7 support to OFMS customers**

- **Agencies receive ONE invoice - - - monthly**

Changes to Fleet Policy and Procedures

Making Driving Easier & Safer for Operators of State-Owned Vehicles

- VMCC will manage all needed repairs or vehicle component replacements
  - all servicing, repairs, breakdowns, and accidents
  - ATOs should communicate with state drivers regarding the VMCC management of repairs and servicing

- Drivers of state vehicles are to notify the VMCC by calling the toll-free phone number (1-866-857-6866) when emergency repairs are needed, and follow instructions provided by the VMCC

- Prior to having any repairs performed by commercial establishments, the VMCC should and must be contacted

Changes to Fleet Policy and Procedures

Making Driving Easier & Safer for State Employees

- Mechanical trouble or deficiencies

  - For Trip Pool Vehicles: Drivers are to immediately notify the VMCC and describe the vehicle mechanical issue(s) or deficiencies

  - For Permanently Assigned Vehicles: Drivers are to immediately notify the VMCC and then their Agency Transportation Officer (ATO) or any other individuals responsible for the vehicles at the agency

Continued:

Changes to Fleet Policy and Procedures
Making Driving Easier & Safer for State Employees
(Breakdowns or Accidents)

- When a fleet vehicle is inoperable, the driver should call the VMCC
  - VMCC will establish driver and passengers are safe and arrange alternate transportation if necessary
  - VMCC will coordinate with the driver of the vehicle to arrange for towing or repairs at the nearest location as determined by the VMCC

- VMCC will notify the driver and if necessary also the ATO upon completion of vehicle repairs
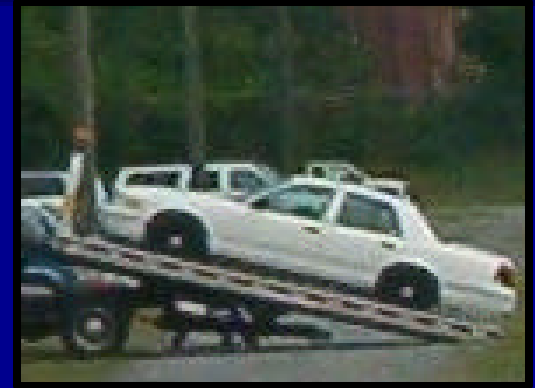
New Mileage Reporting Requirements
Changes to Fleet Management

Mileage Reporting Made Easier:

- Drivers must enter odometer readings (no tenths) into card readers at all VDOT and commercial self-service fueling sites
  - Correct odometer readings are critical to making required mileage reporting easier for Agency Transportation Officers (ATO), agencies, and OFMS
  - The VMCC will contact Agency Transportation Officers (ATO) and drivers if assistance is needed for correct odometer reporting

- The VMCC will run daily meter exception reports listing vehicles with incorrect odometer readings, and contacting the ATOs for corrective action

Fuel Card Program
Making Driving Easier & Safer for State Employees

- New card program will be implemented in October 2005

- Pricing will be based on OPIS (Oil Price Information Service) average rack price (Richmond) plus a management fee

- Card will activate VDOT pumps and interface with the FASTER system in the OFMS VMCC

ATO Annual Reporting
Making Fleet Reporting Easier

- **Annual Reporting Requirements**
  - Current requirements still in effect
  - New changes to fleet management and new Executive Order increases level of data required

- **New Web Reporting Package**
  - Enable agencies and ATOs to enter all required information at one time and in one place
  - Enable agencies and ATOs to update their data throughout the year as changes occur in order to keep data current

- **Reports**
  - All reports will be made available to agencies to use for further reporting and management purposes
  - More information to come on web-reporting.

Peripheral Projects and Initiatives
Making Driving Easier & Safer for State Employees

- Improvements to OFMS web pages
  - Easier
  - Faster
  - Comprehensive data collection

- Increasing SWAM vendor participation in new and used vehicle contracts

- Alternative fuel use and CNG and E-85 fueling sites

- New Agency Transportation Officers (ATO) handbook (in production phase)

- Reorganization of OFMS

- Review and analysis of current rate structure for vehicles

Dates To Remember & ATO Responsibilities

- *August 22, 2005 -* Detailed instructions for all ATOs for data for the October 1 report.
- *Sept 1 –* Call center begins with 1-800 number
- *Sept 7, 2005 –* Agency report data due
- *Sept 2005 –* All agencies interested in participating in new program may contact OFMS.
- *Oct 1, 2005 - Report submitted to Governor and General Assembly*
- *Oct 2005 –* New fuel card issued
- *Nov 2005 –* Agency Transportation Officer handbook
- *Fall 2005 –* New Web reporting tool available

Fleet Advisory Council

Getting ATOs Involved in the Process - - - Making a Difference

- Comprised of Agency Transportation Officers statewide

- Performs advisory functions to OFMS Director on:
  - Statewide fleet issues
  - Policy development
  - Research on fleet management subjects

- Provides networking opportunities to disseminate information among peer groups

Interested ATO's should contact
Don Unmussig at (804) 367-6525 or by e-mail at
donald.unmussig@dgs.virginia.gov

The following is available online at http//:fleet.dgs.virginia.gov

- ATO presentation slides

- Presentation slides for drivers of state vehicles

- Updated policies and procedures

- Executive Order 89

- Frequently Asked Questions